

Department of Environmental Services City Hall Room 300B, 30 Church Street Rochester, New York 14614-1290 www.cityofrochester.gov



NUMBER 10.6

FLEET MANAGEMENT POLICY / PROCEDURE

SUBJECT: It Takes Less Than Three Pieces of Paper to Complete a Work Order

Transaction from Start to Finish Including Ordering Parts.

APPROVED:

Michael Quattrone, Fleet Manager

PURPOSE: Document from start to finish the number of pieces of paper used to

complete a work order including ordering parts

PROCEDURE: Operators arrive at the CVMF Production Control Center with a vehicle

trouble report that the operator has prepared. The vehicle trouble report

states what the vehicle concerns are. From this form a work order is

created and assigned to the appropriate shop.

At the time a job is given to the technician, a copy of the work order can be printed. The work order will show the technician all the information that was written on the vehicle trouble report and any other necessary information. This information can also be accessed electronically by using

the technician work station.

After the vehicle has been evaluated, the technician may need to order a special order part from the stockroom to complete the repair. The stockroom provides a custom two part parts order request form. This form is completed with all the necessary information and turned into the stockroom so the part can be ordered. The white copy is given to the order desk and the yellow copy stays with the technician until the part arrives and the work order status is changed to B is the vehicle cannot be used and Z if the vehicle can be put back into service until the part arrives.

Once the part arrives in the warehouse, the status of the work order is changed to reflect that the part is now available. The technician will bring his original copy of the work order, a work order number or the yellow copy of the parts request form with them to the stockroom so the correct

part can be picked up.

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